

From: Fox Hollow Farm
To: Microsoft ATR
Date: 11/17/01 1:52pm
Subject: Microsoft settlement

I am a retired, home user, reasonably expert, frequent user of my home computer. I wish to make 2 points.

Microsoft has made life much easier for us non-experts by providing software which operates seamlessly between different programs and tasks. Gone, for good I hope, are the days when the programs which a normal person uses (word processing, spread sheet, e-mail, internet, checkbook, address book, etc.) were disjointed and couldn't transfer information to each other and to the person with whom I was trying to communicate.

Microsoft is a great company, that has led the way and been a model in the last decade of prosperity. They have done so not only by being smart, but by being aggressive in business. That's the American way. That's what causes de-facto standards which make life easier.

Every time I pay my telephone bill, to 3 different companies, I am reminded of the disservice that was done by breaking us a public utility. Certainly, monopolies or near monopolies need rules for the protection of their customers, but asking them to give up business gains gotten by doing business by making their product better is wrong.

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